



**DEPARTMENT OF HUMAN SERVICES**  
**SENIORS & PEOPLE WITH DISABILITIES**  
**500 Summer Street NE E02**  
**Salem, Oregon 97301-1073**  
**Phone: (503) 945-5811**

**AUTHORIZED BY:** \_\_\_\_\_  
**Administrator**

**INFORMATION MEMORANDUM**  
**SPD-IM-02-070**  
**Date: December 9, 2002**

**TO:** Area Agency on Aging Directors CHS SDA Managers  
CHS/AAA Field Managers and Staff CHS SDA Assistant Managers  
SPD Managers and Staff CHS Central Office Managers

**SUBJECT: DHS Field Business Procedures Manual**  
*Replacement of the Support Staff Assistance Manual (SSAM)*

**INFORMATION:** The DHS Community Human Services' Business Expert's workgroup is developing a field business procedures manual for CHS and AAA field offices. The workgroup is reviewing existing manuals to best determine the content for the integrated manual. The review will include the SSAM, which is currently used by most SPD, AAA and CHS staff serving Seniors and People with Disabilities. The SSAM will no longer be available once the integrated manual is published. There will be a follow-up Information Memorandum at that time.

If local area staff would like to provide comments to the workgroup, please contact the business expert in your area. The attached document lists the business experts in each SDA. Central office staff that would like to provide input may contact Leona Gildersleeve at 503.945.7000.

**CONTACT:** Jennifer de Jong  
**E-MAIL:** [jennifer.d.dejong@state.or.us](mailto:jennifer.d.dejong@state.or.us)

**PHONE:** 503.945.5856  
**FAX:** 503.373.7902

**SDA Program Technician 2 Positions**

**Business Experts**

**As of 8/26/02**

**SDA 1 (Clatsop, Columbia, and Tillamook):**

Melody Flory , Tillamook

Ph: (503) 842-4453, ext. 220

Sue Mills, Astoria

Ph: (503) 325-9179, ext. 313

**SDA 2 (Multnomah):**

Paul Mills, SDA 2 Admin. Office ( 39<sup>th</sup> & Powell)

Ph: (503) 731-3111, ext. 223

**SDA 3 (Marion, Polk, and Yamhill):**

Vicky Walker, Silverton CW Office

Ph: (503) 378-3402, ext. 5275

Kelley Heenan

Ph: (503) 378-3402, ext. 5241

**SDA 4 (Benton, Lincoln, and Linn):**

Judy Saunders,

Ph: (541) 967-2094, ext. 452

**SDA 5 (Lane):**

“Acting” Business Integrity Coordinator: Lois Day, Assistant SDA Manager

Ph: (541) 687-7373, ext. 229, Mc Kenzie Center

**SDA 6 (Douglas):**

Phyllis Coble, Roseburg

Ph: (541) 440-3301, ext. 264

**SDA 7 (Coos and Curry):**

Jennifer Staatz, Newmark Center

Ph: (541) 888-7143

**SDA 8 (Jackson and Josephine):**

Rose Gregory, Medford

Ph: (541) 776-6186, ext. 618

**SDA 9 (Gilliam, Hood River, Sherman, and Wasco):**

Gail Lamm, the Dalles

Ph: (541) 298-5136, ext. 274

**SDA 10 (Crook, Deschutes, and Jefferson):**

Patty Geraghty, SDA 10 Admin. Office

Ph: (541) 388-6414, ext. 23

**SDA 11 (Klamath and Lake):**

Jadea Bacchetti, Klamath Falls

Ph: (541) 883-5511, ext. 209

**SDA 12 (Morrow and Umatilla):**

Gail Ault, Pendleton

Ph: (541) 278-4161, ext. 227

**SDA 13 (Baker, Union, and Wallowa):**

Linda Lehman, SDA 13 Admin. Office

Ph: (541) 524-1800, ext. 404

**SDA 14 (Grant, Harney, and Malheur):**

Veanne Weddle, Ontario

Ph: (541) 889-9141, ext. 208

**SDA 15 (Clackamas):**

Richard Varvel, Oregon City

Ph: (503) 657-2123, ext. 207

Ann McGranahan, Oregon City

Ph: (503) 657-2123, ext. 253

**SDA 16 (Washington):**

Matt Bogart, SDA 16 Admin. Office

Ph: (503) 646-9722, ext. 421